
By: **Delegate C. Davis**

Introduced and read first time: January 23, 2004

Assigned to: Environmental Matters

A BILL ENTITLED

1 AN ACT concerning

2 **Department of the Environment - Ombudsman Program**

3 FOR the purpose of establishing an Ombudsman Program in the Department of the
4 Environment; requiring the Secretary of the Environment to appoint an
5 Ombudsman; establishing the duties and responsibilities of the Ombudsman;
6 requiring the Department to adopt certain regulations; and generally relating to
7 the Ombudsman Program in the Department of the Environment.

8 BY adding to
9 Article - Environment
10 Section 1-408
11 Annotated Code of Maryland
12 (1996 Replacement Volume and 2003 Supplement)

13 SECTION 1. BE IT ENACTED BY THE GENERAL ASSEMBLY OF
14 MARYLAND, That the Laws of Maryland read as follows:

15 **Article - Environment**

16 1-408.

17 (A) THERE IS AN OMBUDSMAN PROGRAM IN THE DEPARTMENT.

18 (B) THE SECRETARY SHALL APPOINT AN OMBUDSMAN TO ASSIST CITIZENS IN
19 RESOLVING COMPLAINTS AGAINST THE DEPARTMENT.

20 (C) THE OMBUDSMAN SHALL:

21 (1) RECEIVE AND INVESTIGATE COMPLAINTS FROM CITIZENS ABOUT
22 ACTIONS TAKEN BY THE DEPARTMENT;

23 (2) USE ALTERNATIVE DISPUTE RESOLUTION PROCEDURES TO
24 ATTEMPT TO RESOLVE A COMPLAINT AGAINST THE DEPARTMENT IN A TIMELY
25 MANNER; AND

26 (3) ACT AS A LIAISON BETWEEN CITIZENS AND THE DEPARTMENT.

1 (D) THE DEPARTMENT SHALL ADOPT REGULATIONS TO IMPLEMENT THIS
2 SECTION.

3 SECTION 2. AND BE IT FURTHER ENACTED, That this Act shall take effect
4 October 1, 2004.